



Public Consultation Document

Telstra Reference No: 59398
Payphone ID: 03952926X2
Address: 5 Murray Street
Prahran Vic 3181

It is proposed that a payphone be removed from outside:
5 Murray Street, Prahran Vic 3181
(Payphone ID: 03952926X2)

The next nearest payphone is located outside:
396 Malvern Road, Prahran Vic 3181
(Payphone ID 03952909X2) which is approximately 400 metres from the
current site.

This proposal has been prompted by Telstra following a submission of a
public petition from the local community.

Telstra intends making a final decision on this proposal by:
12th April 2026.



Legislative Requirement Paragraph 13 (1) (b) of the Payphone Public Consultation Determination

Public Consultation Document – when there is demonstrated community support to remove the payphone from the site.

- i) Telstra's reasons for the payphone removal proposal including facts upon which the proposal is based.

Why we are proposing to remove this payphone

Telstra's Response

Telstra received a community petition for the removal of this payphone citing public disturbance and a change in local dynamics.

- ii) to the extent that it is available, and it is reasonable for Telstra to disclose it, evidence proving those facts

Evidence to prove the facts upon which this proposal is based

Telstra's Response

Telstra has received one petition containing 12 signatures from the local community demonstrating support to remove the payphone from the site. A copy of this petition is available on request at payphone@team.telstra.com

- iii) a statement about which criteria under paragraph 20 (1) (b) of the Payphone Location Determination are considered to apply to the proposed payphone removal

The criterion that applies to this proposed payphone removal

Telstra response:

There is demonstrated community support to remove the payphone from the site.



- iv) details of how a person can complain about the proposed removal of the payphone

How a complaint (or request for further information) may be made.

Telstra response:

Should you wish to make a complaint regarding the decision, it must be made within 20 business days of the final decision which will be posted on the Telstra Payphone website. Complaints can be made through the

Telstra Payphone Siting Manager
Locked Bag 4850
Melbourne Vic 3001

or by calling us on 1800 011 433 selection Option 2
or email payphones@team.telstra.com

To make a written objection to the ACMA regarding a Telstra payphone complaint, it must be within 10 business days from when the primary universal service provider provided its written response to the complaint

www.acma.gov.au/payphones

Telstra advises that the personal information of the complainant may be disclosed to the ACMA for the purpose of resolving the objection.

- v) notification, for the purposes of the Privacy Act 1988, that should a person make a complaint, Telstra may be required to disclose the complainant's personal information (as contained in the complaint) to the ACMA.

Notification for the purposes of the Privacy Act 1988

Telstra response:

Telstra advises that the personal information of the complainant may be disclosed to the ACMA for the purpose of resolving the objection.